

CassPay and Computershare:

Driving operational efficiency
and cost savings through
strategic partnership



Introduction

When an industry-wide supply chain disruption affected check production timelines, CassPay responded swiftly. Maintaining continuity of service for its clients was the immediate priority, and the company activated contingency planning and began a rigorous evaluation of check printing partners who could deliver operational reliability, scalability, and long-term innovation.



CassPay at a glance

A division of Cass Information Systems

SPECIALTIES

- ✓ Payment processing
- ✓ Banking services
- ✓ Financial operations
- ✓ Enterprise solutions
- ✓ Operational reliability
- ✓ Risk reduction

Company overview

CassPay provides payment processing and banking services to fintechs and payment providers, as part of Cass Information Systems, Inc; a publicly traded company with over 100 years of history in financial operations and banking services. Cass Information Systems processes 51 million payments per year and manages over \$94 billion in annual disbursements, serving as a trusted financial partner to enterprise organizations worldwide.

51M



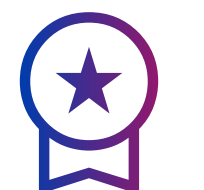
Payments processed annually

\$94B+



Annual disbursements managed

100+



Years of experience

Why CassPay chose Computershare

Computershare emerged as the ideal partner. With decades of experience supporting financial services organizations, robust print and mail capabilities, and proven expertise in cost reduction solutions. Computershare offered more than a replacement provider, it offered a path to modernize operations while improving the client experience.

- ✓ **Decades of financial services experience**
- ✓ **Proven understanding of regulated environments**
- ✓ **Trusted partner for complex operations**
- ✓ **Strong industry knowledge and best practices**

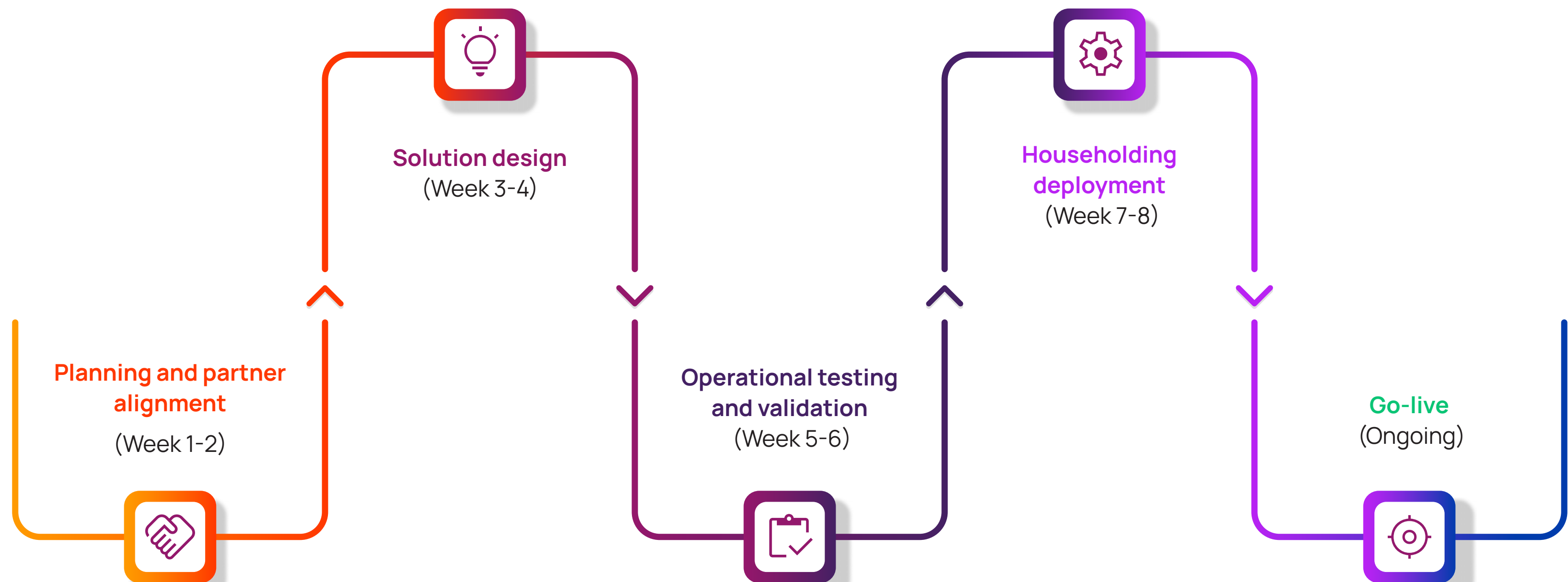
At the same time, a key client expressed interest in a more efficient mailing solution — specifically, householding, the process of bundling multiple checks for the same payee into a single envelope. This aligned perfectly with CassPay's search for a stronger partner, presenting an opportunity to both enhance service delivery and generate meaningful cost savings. Computershare's existing householding capabilities allowed CassPay to address an immediate business need while creating an opportunity to save its client thousands of dollars each month.



The implementation

Computershare worked closely with CassPay to transition its check printing operations and implement a householding solution that enabled CassPay to deliver more efficient payment distribution for its client.

Previously, the client mailed checks individually to payees — a process that consumed significant resources and time. Within just two months, Computershare had the solution fully operational.



Becki Kane, operations lead at CassPay, praised the partnership:

She attributes the successful implementation to the strong collaboration between the teams. “In any successful project, it’s all about the cadence and the involvement of all parties. Everyone showed up, everyone wanted to help. It was a very cohesive implementation team, which was so refreshing. Every time I engage with Computershare, it feels like home.”



I can’t say enough about the Computershare team. They were amazing! We worked so well together.

Becki Kane
CassPay



The results

For CassPay, the engagement validated its decision to partner with Computershare.

What began as a response to market disruption evolved into a strategic initiative that improved efficiency, reduced costs, and enhanced service delivery for its client.

- **Reduced monthly postage costs** from approximately **\$72,000 to \$24,000**.
- **Generated more than \$800,000 in savings** over an 18-month period.
- **Scaled check volumes to 60,000 per month** without disruption.
- Improved operational efficiency and service delivery through householding.

Operational outcomes

- **Scaled check volumes without disruption**
- **Improved operational efficiency**
- **Enhanced service delivery**
- **Reliable processing infrastructure**

67%

reduction in total monthly postage costs.

+\$800K

in savings.

~60K

monthly checks processed without disruption.

The future

The results spoke for themselves. The success of the initial implementation gave CassPay the confidence to expand the relationship and deepen its investment with Computershare.

CassPay is now expanding its use of Computershare's capabilities, expanding the adoption of the householding solution and leveraging Computershare's expertise to modernize legacy infrastructure, and expanding API capabilities so clients can track mail in real time.

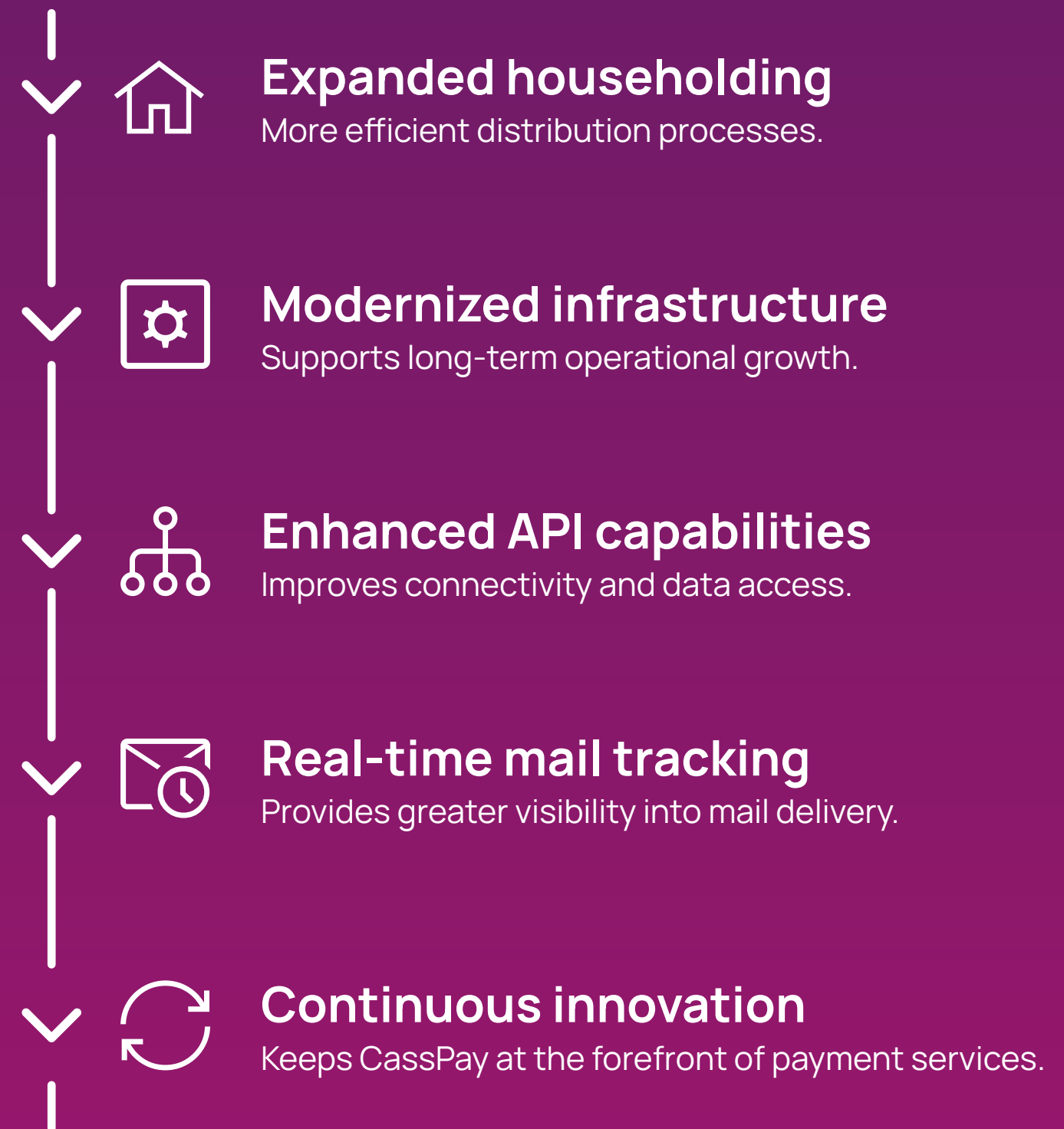
Kane noted that the partnership with Computershare allows CassPay to continuously enhance its offerings — keeping the company at the forefront of payment services for its clients while maintaining the reliability and service standards its clients expect.

Discover how Computershare can help your company lower costs while meeting reliability and compliance standards.



Scan the QR code or visit
ccs.computershare.com
today!

What's next



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